

NEWS RELEASE

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CITY SEEKS PROPOSALS TO SIMPLIFY TOWING OPERATIONS

GOALS INCLUDE STREAMLINED VEHICLE RETRIEVAL PROCESS FOR RESIDENTS

INDIANAPOLIS – The City of Indianapolis has issued a Request for Proposal (RFP) seeking ideas to modernize municipal towing operations. The improvements potential vendors will be asked to deliver include reducing wait time for wreckers after an accident and improving customer service by simplifying vehicle retrieval.

“From cleaning up the scene of an auto accident to moving cars that block the way of emergency response vehicles – towing is a part of city operations that we believe we can improve,” said Department of Code Enforcement (DCE) Director Rick Powers. “Our current towing processes are outdated, and we believe we can achieve both long-term savings for taxpayers as well as improved service for residents by taking a fresh look at towing practices and by embracing new technology.”

The objectives of the RFP are:

- Implement one-stop vehicle redemption – by allowing residents to complete administrative steps on-site at the tow lot, or on-line prior to collecting the vehicle. Currently, residents must first complete administrative processing at the City-County Building before reclaiming a vehicle at a tow lot.
- Implement a software/data management system to track city-initiated abandoned vehicle tows as well as private (non-consensual) tows. This should include a public interface.
- Develop a five-year plan identifying additional opportunities for cost savings or efficiency improvements.
- Develop and provide Towing Annual Report to create greater program transparency.
- Develop a disaster-response plan.

The City will accept proposals until mid January. The full text of the RFP is available at:

<http://www.indy.gov/eGov/City/OFM/Purch/Bids/Documents/Attach%20A%20-%20RFP%2018DCE-7.pdf>

The mission of the Department of Code Enforcement (DCE) is to improve the quality of life in the City of Indianapolis through strategic application of civil code regulation; effective licensing, permitting, inspection, enforcement, and abatement practices; and local government oversight of property safety and maintenance, business, event, professional, and construction industries.

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